

CITY OF TUALATIN

Classification Description

Job Title: Library Assistant
Department: Community Services – Library
Reports To: Library Access Services Supervisor
FLSA Status: Non Exempt

SUMMARY: Sorts, shelves, issues and receives library materials. Performs general public service and essential general library circulation, technical and clerical work as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Monitors patron behavior and ensures positive and harmonious interaction of relationships amongst patrons and library staff. Assists in the overall security of the library and its premises.

Trains, assists and directs volunteers; participate in recognition and appreciation of volunteers.

Maintains accurate records, and prepares quantitative and qualitative reports as needed. Performs clerical tasks as assigned.

Checks library materials in and out; ensures that materials are complete and undamaged upon return. Notifies patrons of problems with their accounts, and resolves basic patron account issues.

Registers new patrons, and instructs new patrons in the policies, rules and operations of the library.

Conduct basic title/author searches on library catalog and direct patrons to the item; place simple holds on items not currently available. Answer patron questions about the holds process.

Shelves books and materials in appropriate stacks or locations, and maintains correct shelving order.

Collects fines and fees in accordance with library, city and county policies. Reconciles financial transactions and prepares accurate financial reports.

Under the direction of the Access Services Supervisor or Librarian, performs copy cataloging and uses an integrated library system (ILS) to create and edit item records. Processes library materials according to established library procedures.

Makes minor repairs to books and materials that have been designated as needing repair by Public Services staff.

In consultation with Supervisor, Senior Library Assistant and/or Person in Charge (PIC) schedules temporary library staff as appropriate to cover unforeseen absences.

SUPERVISION: Supervision of other employees is not a responsibility of this position. May direct volunteers and assist with their training.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the city and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Computer Skills: Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a public library. Working knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet. Ability to troubleshoot minor computer and equipment problems.

Language Skills: Ability to communicate effectively in English in oral and written form. Ability to respond to inquiries from patrons, volunteers and coworkers. Ability to write correspondence and reports that conform to a prescribed style and format.

Mathematical Skills: Ability to add and subtract, to multiply and divide in all units of measures. Ability to use fractions and decimals. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Other Skills and Abilities: Knowledge of the mechanics of library operation, or ability to acquire that knowledge through training. Knowledge of modern office practices and procedures including computer skills. Ability to serve the public in a friendly yet businesslike manner. Ability to learn new tasks. Ability to organize, file and maintain accurate records. Ability to type and spell accurately. Ability to maintain effective working relationships with co-workers.

Certificates, Licenses, Registrations: Possession of, or ability to obtain possession of, a valid Oregon driver's license. CPR/AED/SFA certified, or ability to obtain such training within the time frame determined by management.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED), or equivalent combination of education and experience. Two years of experience working with the public, preferably in a library. Bilingual speaking ability is highly desirable. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the qualifications above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to sit. The employee is occasionally required to climb or balance. The employee must be able to move wheeled carts weighing up to 100 pounds. The employee must regularly lift and /or move up to 10 pounds and push/pull up to 16-20 pounds initially, 10-15 pounds sustained, 25-35 pounds up ramps and over thresholds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

Duties of this position are performed in an indoor environment, involving heavy public contact, frequent interruption and with a usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays and to attend out-of-town meetings.